



IBIT Solutions Limited

Integrated Business Information Technology

Privacy Policy
Customers

IBIT Solutions Limited
Enterprise House, Enterprise Park
Courtaulds Way
Coventry
CV6 5NX

Tel: 024 7668 7333

Fax: 024 7668 7042

Email: enquiries@ibitsolutions.co.uk
www.ibitsolutions.co.uk

Introduction and Overview

Formed in 2005, IBIT Solutions Limited is an IT Support company registered in England and Wales with company number 5456039

Our core activity is to provide IT (Information Technology) support for UK businesses and charities.

IBIT Solutions Limited also provides and supplies hardware, software, technical services and other third-Party services.

Our office address is:

IBIT Solutions
Enterprise House
Coventry
West Midlands
CV6 5NX

Our website address is www.ibitsolutions.co.uk

The personal data we collect and why we collect it.

The primary reason information is collected is for the purposes of providing services and support, maintaining customer relationships, business operations and the ongoing development of business activities.

Example:

If you call to report a problem with your computer we'll need to know who you are and how to contact you to keep you up to date on the progress of the work.

In addition to being provided with information by you, we may also obtain information about you from your colleagues or third parties, such as our, vendors and service providers.

We generally collect the following personal data:

Title
First Name
Last Name
Work Email Address



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Work Phone Numbers
Work Address

Who has Access To Your Data

Access to information is controlled dependent on job role and how you interact with us.

Example 1:

If you sent us an email with a support query that email is only accessible to the support team.

Example 2:

If you are a responsible for purchases within your organisation our admin team will have a record of you as the person to contact for accounts queries. In this scenario the support team would have no access to this data.

Who We Share Data With

IBIT Solutions Limited only share your personal data in the following circumstances

- 1) In the event that we are required to do so by law.
- 2) For the provision of goods and services that require a third party.

Example:

If you purchased some hardware from us, we will need to share information about you to enable our supplier to deliver that equipment to you.

The content of the personal data will be limited to Name, Company, Company Address, email address and telephone number.

How Long We Retain Your Data

IBIT Solutions Ltd retains data for the purposes of providing our services.

In the event of our services no longer being required we will retain the data for no longer than 90 days after termination to ensure any handover processes run smoothly unless we are required to do so by law.

Example:

The VAT Act 1994 requires us to keep account records for six years



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How We Protect Your Data

We take appropriate technical, physical, personnel and procedural measures to ensure your data is kept secure.

Examples of some of the measures used:

Technical - Anti-virus software, unified threat management firewalls and data access control are used to ensure data is kept safe.

Physical – access to the building is controlled via a door entry system.

Personnel – staff are made aware of data protection responsibilities. Regular staff meetings are held with operational awareness being a recurring agenda item.

Procedural – password policies are used to ensure staff have appropriately strong passwords.

Questions and Access Requests

If you have any questions, or if you want to update, delete, or change any personal information we hold, or you have a concern about the way in which we have handled any privacy matter, email please privacy@ibitsolutions.co.uk

You may also contact us by post at:

Data Protection Team
IBIT Solutions
Enterprise House
Coventry
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